

Select the **top three areas** for IT/Telecom investment for your organization in 2007.

- 12% A. Data Management/Information Sharing
- 13% B. E-Government/Improving Citizen Services
- 15% C. Information Security
- 7% D. Mobile Workforce/Wireless Operations
- 14% E. Interoperability and Integration
- 10% F. Managing/Replacing Legacy Systems
- 4% G. Homeland Security Initiatives
- 25% H. IT Consolidation/Shared Services

State attendees only: Has your state established N11 call centers for any of the following? (**Select all that apply**)

44% A. 2-1-1 (social services referral)

25% B. 3-1-1 (non-emergency government info.)

37% C. 5-1-1 (traffic/travel information)

26% D. We don't want citizens calling state govt.

State attendees only: What is the level of interest in your state for privatizing government services such as integrated eligibility for Health and Human Services or IT Infrastructure Consolidation?

**35%** A. Not interested at this time

**25%** B. Want to find out more about how privatization is working in other states first

**22%** C. Study underway to explore it

**18%** D. Taking a wait and see attitude

In terms of protecting citizens' privacy do you think state and local governments do a good job?

**10%** A. Yes, they do a good job

**33%** B. No

**49%** C. Yes, but they need to do more

**8%** D. I don't know

Over the next 5 years, do you see state government IT overall governance moving towards:

**20%**

A. A centralized model (IT activities are performed by one hierarchical organization)?

**2%**

B. A decentralized model (IT activities are performed by separate state agencies with no central enterprise coordination)?

**71%**

C. A federated model (IT activities are performed by a combination of agency-specific IT groups and the central IT group)?

**7%**

D. Total anarchy

State attendees only: What best describes how your state will adopt innovative technologies?

**29%** A. We will lead other states

**50%** B. We will be an early adopter

**17%** C. We will follow other states

**4%** D. We will keep doing what we are doing and keep getting what we got...

What is your organization's current status related to the deployment of Voice over IP (VoIP)?

- 9% A. Under consideration
- 6% B. In the planning stages now
- 32% C. Pilot project(s) underway
- 44% D. Deployed in some areas
- 6% E. Fully deployed throughout the enterprise
- 3% F. We are not planning migration to VoIP

State CIOs only: Recent studies consistently point to the fact that a large percentage of the state workforce will retire in the near future. As state CIOs, what steps are you taking to plan for this eventuality?

**Select all that apply.**

- 14% A. Formal mentoring program
- 11% B. Instituted knowledge capture program
- 0% C. Signing bonuses for new hires
- 16% D. Outsourcing more services
- 24% E. Recruiting and hiring new, younger staff members
- 23% F. College intern program
- 11% G. Secretly developing an anti-aging serum

State CIOs only: The private sector is a strong influence when a CIO tries to answer the question, “Are we doing what’s right?”

**24%** A. Strongly agree

**52%** B. Agree

**20%** C. Disagree

**4%** D. Strongly disagree